

ATTACHMENT 1

QUALITY ASSURANCE CHECKLIST - DAILY INSPECTION

BUILDING	LOCATION	INSPECTOR	DATE
AREA	DAILY INSPECTION STANDARDS	RATING (circle one)	
LAVATORIES (including private lavatories)			
1. Commodes & Seats	Seats and commodes very clean; show effort above and beyond acceptable; surface enamel has high lustre indicating thorough rinsing.		GOOD
	Seats and sidewalls clean; no evidence of scum line in bowl; area under rim edge shows no evidence of deposit; metal and exterior sides are clean; flush vents clean and free; no odor.		SATISFACTORY
	Commodes and seats show some cleaning effort but only on readily accessible surfaces; seat and sidewall clean; scum line slightly evident; inside rim edge and metal not clean; some flush vents clogged; exterior sides dirty; metal dingy and dirty; some odor.		FAIR
	Seats and commodes dirty with deposits, marks, scum or stains; heavy scum line and deposits in bowl; sidewalls streaked or rust stained; deposits, dirt or rust under rim edge; surfaces are dirty; odors are present; no evidence of effort; flush vents clogged.		POOR

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AREA	DAILY INSPECTION STANDARDS		RATING (circle one)
LAVATORIES (including private lavatories)			
2. Toilet Partitions	Partitions uniformly clean and spotless; free of all soil, spots and marks; shiny appearance.		GOOD
	Partitions generally clean; ledges dusted; all writing and drawing removed; hinges clean; back of door clean.		SATISFACTORY
	Partitions spot cleaned of writing and drawing; back of door uncleaned; hinges show dirt; dusty and soiled.		FAIR
	Partitions dirty; soil around paper dispenser; writing and graffiti spread over partitions; hinges dirty or back of door shows no evidence of any effort; heavy, dust on ledges.		POOR

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AREA	DAILY INSPECTION STANDARDS	RATING (circle one)	
LAVATORIES (including private lavatories)			
3. Urinals	Urinals exceptionally clean; metal bright and shiny; surface enamel is lustrous indicating thorough rinsing.	GOOD	
	Urinals acceptable; walls streak free; flush vents clean and free; no rust or dirt on inside lip edges; metal clean and drains odorless.	SATISFACTORY	
	Urinals show some cleaning effort on readily accessible surfaces; inside lip edges show rust stains and dirt; flush vents open but dirty around openings; faint streaks on urinal walls; metal not clean.	FAIR	
	Urinals dirty; flush vents clogged; walls rust stained and streaked; heavy dirt or rust deposits on inside of rim lip edges; odors from drains; metal dingy, dull and dirty.	POOR	

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AREA	DAILY INSPECTION STANDARDS	RATING (circle one)	
LAVATORIES (including private lavatories)			
4. Sinks	Sinks very clean; metal bright and shiny; surface enamel has high luster.	GOOD	
	No evidence of scum line; ledges and top surfaces free from dirt; metal clean underneath and on top; undersides of bowls well cleaned.	SATISFACTORY	
	Sinks show some cleaning effort where accessible; scum line slightly evident in bowl; metal clean on top but dirty under bowl; underside of bowls dirty; some evidence of deposits; faint odors.	FAIR	
	Sinks dirty; drains clogged; bowl ledges show caked soap deposits; odors are present; scum line evident in bowl; metal is dull, dingy and dirty; undersides of bowl have build-up.	POOR	

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AREA	DAILY INSPECTION STANDARDS	RATING (circle one)	
LAVATORIES (including private lavatories)			
5. Mirrors	Cleaned and polished; dust free; excellent reflecting characteristics; shiny and bright and mark free.	GOOD	
	Visibility good; surface comparatively streak free.	SATISFACTORY	
	Dusty; streaks apparent; only moderate reflectability; some evidence of cleaning.	FAIR	
	dirty; scratches from improper cleaning; shows no evidence of cleaning; reflections spotty.	POOR	
LAVATORIES (including private lavatories)			
6. Dispensers & Disposals	Emptied and re-lined if necessary. Very clean, shiny and lustrous.	GOOD	
	Clean; no stains or marks. Emptied and re-lined if necessary.	SATISFACTORY	
	Dusty; some slight stains and rust; some dirt.	FAIR	
	Dust-laden, marked up; rusty and stained; dirt encrusted. Not emptied and re-lined.	POOR	

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AREA	DAILY INSPECTION STANDARDS		RATING (circle one)
<hr/>			
LAVATORIES (including private lavatories)			
9. Floors	Virtually dust-free; bright and shiny; no trace of dirt around sinks, commodes and urinals; splashboards are spotless; drains are clean.		GOOD
	Accessible areas, corners and areas around fixtures are free from litter and heavy dust. Traffic areas are faint; splashboards are clean; drains are clean.		SATISFACTORY
	Floor clean only in readily accessible areas; corners and areas around fixtures are dusty, littered or linty. Lightly caked-on dirt is visible in traffic areas; splashboards show marks and spots. Dust or dirt in drains.		FAIR
	Floors not swept; areas are dusty, littered and linty. Heavy caked-on deposits; splashboards are dirty. Heavy dirt in drains.		POOR

QUALITY ASSURANCE CHECKLIST - DAILY INSPECTION

BUILDING	LOCATION	INSPECTOR	DATE
AREA	DAILY INSPECTION STANDARDS	RATING (circle one)	
<p>WORK AREAS (offices, open workspaces, conference rooms, file and copy rooms, computer rooms)</p>			
1. Wood and metal furniture and decorative ac- cessories, and telephones.	No dust or marks.	GOOD	
	Clean, no dust or dirt	SATISFACTORY	
	Marked or spotty; dirt and dust present.	FAIR	
	Marked with dirt encrustation; many marks and streaks; surfaces dull and dingy; dust layers apparent to eye.	POOR	

NOTE: ALL DUSTING IN COMPUTER ROOMS IS TO BE DONE
WITH CHEMICALLY TREATED CLOTHS AND MOPS.

QUALITY ASSURANCE CHECKLIST - DAILY INSPECTION

BUILDING	LOCATION	INSPECTOR	DATE
AREA	DAILY INSPECTION STANDARDS	RATING (circle one)	
PUBLIC AREAS			
5. Wood and metal furniture and decorative accessories, telephones.	No dust or marks.	GOOD	
	Clean; no dust or dirt.	SATISFACTORY	
	Marked or spotty; dirt or dust present.	FAIR	
	Marked with dirt encrustation; many marks and streaks; surfaces dull and dingy; dust layers apparent to eye.	POOR	

QUALITY ASSURANCE CHECKLIST - DAILY INSPECTION

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AREA	DAILY INSPECTION STANDARDS	RATING (circle one)	
PUBLIC AREAS			
6. Elevators	Very clean; corners completely dust and dirt free; metal and plastic surfaces shiny and lustrous; no marks; floor surfaces clean and lustrous; ceiling panels dust and mark free; floor track clean.	GOOD	
	Clean; dust and dirt free; metal and plastic surfaces free of marks, stains and fingerprints; floors free of gum, dirt and stains; ceiling panels dust, dirt and mark free; floor track clean.	SATISFACTORY	
	Free from litter but not thoroughly swept; missed dirt in corners but some evidence of cleaning; some marks, stains and fingerprints still apparent; still some dirt encrusted on floor; ceilings are dusty;	FAIR	
	Ceiling panels dusty; walls marked, dull, dirty, smudges, dirty handprints; floors stained, oily; dirt and gum encrusted; odorous; littered, dirt buildup in corners and floor track.	POOR	

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BUILDING	LOCATION	INSPECTOR	DATE
AREA	DAILY INSPECTION STANDARDS	RATING (circle one)	
PUBLIC AREAS			
7. Ledges & Sills	Exceptionally clean; completely dirt free; shining.	GOOD	
	Dust and dirt free; corners clean.	SATISFACTORY	
	Dusty and dirty; corners bad.	FAIR	
	Laden with dust and dirt; encrustations; corners plugged with dirt.	POOR	
8. Ash trays, waste baskets and other trash receptacles.	Very clean, shiny; lined properly.	GOOD	
	Clean, emptied; lined properly.	SATISFACTORY	
	Dusty; some deposits apparent; not properly emptied and lined; possibly faint odors.	FAIR	
	Dusty, sticky; deposits on insides and outsides; filled with debris; odors.	POOR	

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AREA	DAILY INSPECTION STANDARDS	RATING (circle one)	
PUBLIC AREAS			
9. Drinking fountains	Very clean; lustrous surfaces; metal polished and shiny; openings clear.	GOOD	
	Acceptable; bowl, sides and top surfaces clean; metal clean but not polished; openings clear.	SATISFACTORY	
	Bowl and top surfaces clean; metal sides not clean; clogged openings.	FAIR	
	Chewing gum and litter in base of bowl; top and sides dirty; openings clogged.	POOR	

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AREA	DAILY INSPECTION STANDARDS		RATING (circle one)
PUBLIC AREAS			
10. Public Phone Booths	Overhead clean and shiny; windows very clean and clear; metal and plastic shiny and lustrous; floor surfaces very clean and mark free; telephones sanitized.		GOOD
	Clean; dirt in corners gone; dirt encrustations gone; glass clean; metal and plastic clean and mark free.		SATISFACTORY
	Free from litter but not thoroughly swept; missed dirt deposits in corners; metal and plastic showing marks; some dirt encrustation on floor.		FAIR
	Overhead dirty, full of cobwebs; windows dirty, streaky, metal and plastic dirt and deposit encrusted; floor dirty and sticky; corners encrusted with dirt, littered.		POOR

QUALITY ASSURANCE CHECKLIST - DAILY INSPECTION

BUILDING	LOCATION	INSPECTOR	DATE
AREA	DAILY INSPECTION STANDARDS	RATING (circle one)	
PUBLIC AREAS			
11. Cafeteria	Tables and chairs sanitized, spotless, shiny. Trash receptacles spotless and re-lined. Floor dust free and shiny; no sign of traffic areas; corners clean.	GOOD	
	Tables and chairs sanitized and free from marks and spots. Trash receptacles clean and re-lined. Floor clean and dust free; traffic areas faint.	SATISFACTORY	
	Tables or chairs marked and spotted. Trash receptacles dusty; evidence of deposits; not re-lined. Floor cleaned only in readily accessible areas; corners dirty; traffic areas visible.	FAIR	
	Tables or chairs have dirt, debris, marks and spots. Trash receptacles dusty, sticky, have deposits inside and out, not re-lined. Floors are dusty and littered; heavy caked on deposits.	POOR	

QUALITY ASSURANCE CHECKLIST - DAILY INSPECTION

<u>BUILDING</u>	<u>LOCATION</u>	<u>INSPECTOR</u>	<u>DATE</u>
AREA	DAILY INSPECTION STANDARDS	RATING (circle one)	
<u>OTHER AREAS</u>			
1. Dumpster Area	Spotless; very clean; area showing close attention.	GOOD	
	Clean; free of debris, dirt, garbage and stain.	SATISFACTORY	
	Debris and garbage evident; some dirt encrustation.	FAIR	
	Deep debris and garbage around; heavy stains and encrustation.	POOR	

QUALITY ASSURANCE CHECKLIST - WEEKLY INSPECTION

BUILDING	LOCATION	INSPECTOR	DATE
AREA	WEEKLY INSPECTION STANDARDS	RATING (circle one)	
1. FLOORS - NON CARPETED (includes all work areas, offices, conference rooms, file & copy rooms, computer rooms)	Spotless; bright and shiny. No traces of dirt around edges or in corners.	GOOD	
	Faint traffic patterns may be visible, otherwise bright and shiny. Edges and corners are clean.	SATISFACTORY	
	Clean only in readily accessible areas; dull and dingy. Lightly caked on dirt in traffic areas; corners and edges may be dirty.	FAIR	
	Heavy caked on dirt, especially in traffic areas. Edges and corners have accumulated deposits.	POOR	
(NOTE: Also includes all public areas - see Daily Inspection list.)			

QUALITY ASSURANCE CHECKLIST - WEEKLY INSPECTION

<u>BUILDING</u>	<u>LOCATION</u>	<u>INSPECTOR</u>	<u>DATE</u>
AREA	WEEKLY INSPECTION STANDARDS	RATING (circle one)	
2. METAL SURFACES & RAILINGS (pushbars, kick plates)	Metal highly polished; shows gloss and shine.	GOOD	
	Clean; markless and spotless; dullness relieved; polished.	SATISFACTORY	
	Dull spots; showing some dirt; showing some rub marks and spots.	FAIR	
	Dull, dust covered; dirt encrusted; sticky; surface wear and defacement apparent; many dark rub marks and spots.	POOR	

QUALITY ASSURANCE CHECKLIST - QUARTERLY INSPECTION

BUILDING	LOCATION	INSPECTOR	DATE
AREA	QUARTERLY INSPECTION STANDARDS		RATING (circle one)
3. NON-CARPETED FLOORS IN PUBLIC AREAS (includes lobbies, corridors, elevators, cafeteria and all rest rooms)	No evidence of old wax remaining; no gum, rust or scuff marks remaining. Floors are uniformly shiny. No residue of floor finish and no equipment marks on walls or baseboards. Not slippery.		GOOD
	Most of surface is shiny; faint streaks or traffic pattern visible. No wax buildup in corners; no residue or equipment marks on walls or baseboards. Not slippery.		SATISFACTORY
	Traffic patterns visible; streaks and marks. Some wax buildup in corners; residue or equipment marks are apparent on walls and baseboards. Not slippery.		FAIR
	Cloudy or dull overall with streaks, marks and spots. Accumulated dirt and wax buildup in corners or along edges. Residue or equipment marks on walls and baseboards. Slippery.		POOR

QUALITY ASSURANCE CHECKLIST - MONTHLY INSPECTION

<u>BUILDING</u>	<u>LOCATION</u>	<u>INSPECTOR</u>	<u>DATE</u>
AREA	MONTHLY INSPECTION STANDARDS	RATING (circle one)	
1. STAIRWELLS (Steps & risers)	No dirt, marks or streaks apparent; all surfaces shiny.	GOOD	
	No dirt, marks or streaks; corners are clean.	SATISFACTORY	
	Dirt, marks and/or streaks on treads and risers. Corners have dirt buildup.	FAIR	
	Treads or risers have caked on dirt; corners have dirt buildup.	POOR	
2. INTERIOR GLASS, OFFICE DOORS, PARTITIONS, ETC. (not windows or lobby doors)	Dust and dirt-free; spotless; excellent visibility; streak-free.	GOOD	
	Dirt-free; no marks or spots; relatively streak-free.	SATISFACTORY	
	Dusty, spotty; streaks and marks; visibility impaired.	FAIR	
	Caked on dirt; visibility poor.	POOR	

QUALITY ASSURANCE CHECKLIST - QUARTERLY INSPECTION

<u>BUILDING</u>	<u>LOCATION</u>	<u>INSPECTOR</u>	<u>DATE</u>
AREA	QUARTERLY INSPECTION STANDARDS	RATING (circle one)	
1. UPHOLSTERED FURNITURE, ACOUSTICAL PANELS, DRAPES (public areas and work areas)	Clean, spot and mark-free; dust-free.	GOOD	
	Faint marks or spots; hand taps raise no dust.	SATISFACTORY	
	Spots and marks apparent; light hand tap raises some dust.	FAIR	
	Marked with dirt, oil or grease spots; light hand tap raises thick dust.	POOR	
2. HIGH DUSTING IN ALL AREAS (70" or more from floor)	No dust deposits or cobwebs; no streaks.	GOOD	
	No cobwebs; slight streaks may be apparent.	SATISFACTORY	
	Streaks apparent; some cobwebs in corners.	FAIR	
	Heavy accumulation of dust on surfaces; cobwebs and dirt in corners.	POOR	

QUALITY ASSURANCE CHECKLIST - DAILY INSPECTION

BUILDING	LOCATION	INSPECTOR	DATE
AREA	DAILY INSPECTION STANDARDS	RATING (circle one)	
<p>WORK AREAS (offices, open workspaces, conference rooms, file & copy rooms, computer rooms)</p>			
2. Ledges and sills			
	Exceptionally clean; completely dirt free; shining.	GOOD	
	Dust and dirt free; corners clean.	SATISFACTORY	
	Dusty and dirty around corners.	FAIR	
	Laden with dust and dirt; encrustations; corners plugged with dirt.	POOR	
3. Walls (under 70")			
	Spotlessly clean; no dust, dirt or marks.	GOOD	
	Dust and dirt-free; no fingerprints.	SATISFACTORY	
	Streaks and stains on walls; some dirt and handprints on highly used surfaces.	FAIR	
	Many dark rub marks; streaky dirt; cobwebs; smudges and dirty handprints; stains; marks and dirt around and on light switches.	POOR	

QUALITY ASSURANCE CHECKLIST - DAILY INSPECTION

BUILDING	LOCATION	INSPECTOR	DATE
AREA	DAILY INSPECTION STANDARDS	RATING (circle one)	
WORK AREAS (offices, open workspaces, conference rooms, file & copy rooms, computer rooms)			
4. Floors - carpeted			
	Luster is evident and carpet is clean and bright; reflects thorough cleaning, including corners and edges; no spots.	GOOD	
	Clean, bright and no spots; all areas covered in cleaning; no lint or dirt visible.	SATISFACTORY	
	Some evidence of cleaning but areas skipped; dinginess apparent; carpet is cleaned only in accessible areas.	FAIR	
	Filthy, dusty, dirty, and encrusted; dingy.	POOR	
5. Floors - non carpeted			
	Virtually dust-free; bright and shiny. Baseboards clean.	GOOD	
	Accessible areas as well as corners are free from lint, litter and dust. Baseboards clean.	SATISFACTORY	
	Floor is clean only in readily accessible areas; corners are dusty, littered or lint covered. Baseboards are dusty.	FAIR	
	Floors are dusty, littered or lint covered. Dirt is caked on. Baseboards have caked on dirt.	POOR	

QUALITY ASSURANCE CHECKLIST - DAILY INSPECTION

BUILDING	LOCATION	INSPECTOR	DATE
AREA	DAILY INSPECTION STANDARDS	RATING (circle one)	
WORK AREAS (offices, open workspaces, conference rooms, file & copy rooms, computer rooms)			
6. Ash Trays, waste baskets and other trash receptacles	Very clean, shiny; lined properly; spotless and markless.	GOOD	
	Clean, emptied; lined properly.	SATISFACTORY	
	Dusty; some deposits apparent; not properly emptied and lined; possibly faint odors.	FAIR	
	Dusty, sticky; deposits on insides and outsides; filled with de- bris; odors.	POOR	

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AREA	DAILY INSPECTION STANDARDS	RATING (circle one)	
PUBLIC AREAS			
1. Stairways	Corners completely dust free; treads and risers free from dust deposits; newel, baluster and spindle bases completely dust free.	GOOD	
	Free from litter and well swept; corners free from dirt; treads and risers only slightly filmed.	SATISFACTORY	
	Free from litter but not thoroughly swept; missed dirt deposits in corners; treads and risers still show caked dirt.	FAIR	
	No evidence of effort; have not been swept; dirt and litter is heavy; treads on risers have heavily caked deposits.	POOR	
2. Walls (under 70")	No dust or dirt visible. No streaks visible; no cobwebs.	GOOD	
	Clean, dust and dirt-free; faint streaks. No cobwebs.	SATISFACTORY	
	Streaks apparent; light dust accumulation visible.	FAIR	
	Paint obviously not disturbed by cleaning; many dark rub marks; streaky dirt; cobwebs.	POOR	

QUALITY ASSURANCE CHECKLIST - DAILY INSPECTION

BUILDING	LOCATION	INSPECTOR	DATE
AREA	DAILY INSPECTION STANDARDS	RATING (circle one)	
PUBLIC AREAS			
3. Floors - Carpeted	Luster is evident and carpet is clean and bright; reflects thorough cleaning, including corners and edges; no spots.	GOOD	
	Clean, bright and no spots; all areas covered in cleaning; no lint or dirt visible.	SATISFACTORY	
	Some evidence of cleaning but areas skipped; dinginess apparent; carpet is cleaned only in accessible areas.	FAIR	
	Filthy, dusty, dirty and encrusted; dingy.	POOR	
4. Floors - non carpeted	Virtually dust-free; bright and shiny; no sign of traffic areas; baseboards clean.	GOOD	
	Accessible areas as well as corners are free from lint, litter and dust; heavy traffic areas are faint; baseboards clean.	SATISFACTORY	
	Floor is clean only in readily accessible areas; corners are dusty, littered or linty. Dirt is visible in traffic areas; baseboards streaked, spotted or dusty.	FAIR	
	Floors are dusty, littered and linty. Dirt is caked on. Baseboards have caked on dirt.	POOR	

QUALITY ASSURANCE CHECKLIST - SEMI-ANNUAL INSPECTION

<u>BUILDING</u>	<u>LOCATION</u>	<u>INSPECTOR</u>	<u>DATE</u>
AREA	SEMI-ANNUAL INSPECTION STANDARDS		RATING (circle one)
1. INTERIOR WINDOWS			
coordinated with exterior win- dow cleaning done	Glass is shiny; no streaks or marks. Excellent visibility.		GOOD
	Glass is mostly shiny with some faint streaks.		SATISFACTORY
	Streaks, marks, spots apparent; visibility is impaired. Glass is somewhat cloudy instead of shiny.		FAIR
	Dust, dirt and spots are visible. Poor visibility; very cloudy.		POOR

*NOTE: INTERIOR WINDOWS refers to the inside of exterior windows.

QUALITY ASSURANCE CHECKLIST - SEMI-ANNUAL INSPECTION

<u>BUILDING</u>	<u>LOCATION</u>	<u>INSPECTOR</u>	<u>DATE</u>
AREA	SEMI-ANNUAL INSPECTION STANDARDS	RATING (circle one)	
2. BLINDS, SHADES AND OTHER WINDOW COVERINGS*	No dust, dirt or spots on blades. Cords and tapes are dust, dirt and spot free.	GOOD	
	No dust or dirt on blades, cords or tapes. Small spots or marks may be seen in some underneath areas.	SATISFACTORY	
	Blades, cords and tape have dust and dirt. Spots or marks are readily visible.	FAIR	
	Blades, cords and tape show dust and dirt accumulation. May be sticky to the touch.	POOR	

*NOTE: These are to be cleaned in place.

QUALITY ASSURANCE CHECKLIST - SEMI-ANNUAL INSPECTION

<u>BUILDING</u>	<u>LOCATION</u>	<u>INSPECTOR</u>	<u>DATE</u>
AREA	SEMI-ANNUAL INSPECTION STANDARDS	RATING (circle one)	
3. FLOORS, NON-CARPETED (All work areas, open workspaces, conference rooms, file & copy rooms, computer rooms)	No evidence of old wax remaining; no gum, rust or scuff marks remaining. Floors are uniformly shiny. No residue of floor finish and no equipment marks on walls or baseboards. Not slippery.	GOOD	
	Most of surface is shiny; faint streaks or traffic patterns visible. No wax buildup in corners; no residue or equipment marks on walls or baseboards. Not slippery.	SATISFACTORY	
	Traffic patterns visible; streaks and marks. Some wax buildup in corners; residue or equipment marks are apparent on walls and baseboards. Not slippery.	FAIR	
	Cloudy or dull overall with streaks, marks and spots, accumulated dirt and wax buildup in corners or along edges. Residue or equipment marks on walls and baseboards. Slippery.	POOR	

QUALITY ASSURANCE CHECKLIST - SEMI-ANNUAL INSPECTION

BUILDING	LOCATION	INSPECTOR	DATE
AREA	SEMI-ANNUAL INSPECTION STANDARDS		RATING (circle one)
4. FURNITURE - WOOD, METAL & PLASTIC	Shows shine and luster; very clean and polished. No streaks, marks or spots.		GOOD
	Shiny overall but may show some streaks.		SATISFACTORY
	Marked and spotty; streaks very visible. May be dust and dirt remaining in some areas.		FAIR
	Dust and dirt accumulation over most of surface. Many marks, spots and some stickiness.		POOR

QUALITY ASSURANCE CHECKLIST -- ANNUAL INSPECTION

<u>BUILDING</u>	<u>LOCATION</u>	<u>INSPECTOR</u>	<u>DATE</u>
AREA	ANNUAL INSPECTION STANDARDS	RATING (circle one)	
1. WALLS, NON-FABRIC PARTITIONS, OFFICE DOORS, WOOD PANELS	No spots, marks or dirt. Surface is shiny; no streaks. Light switches are spotless.	GOOD	
	No spots, marks or dirt. Surface may be slightly dull with some streaks. Light switches are spotless.	SATISFACTORY	
	No dust apparent; some streaks and stains visible. May be handprints visible. Marks and dirt on light switches.	FAIR	
	Many marks, spots, stains. Smudges and dirty handprints visible. Accumulated dirt on light switches.	POOR	

NOTE: Floor to ceiling cleaning.